

# PARIVAAR AMBULANCE SERVICE

## Standard Operating Procedure

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## Guidelines For Call Centres

- In all cases, at first, patient will be requested to dial 108
- 108 ambulances have the provision to take maximum 3 patients at a time. At the time of pick-up and drop-off, more than one cases (ANC, PNC, NRC, LTT, sonography during pregnancy or other non-emergency cases) can be booked on 108 via the Call Centre Staff (CCS) so that all patients can go together. CCS has to call separately for each case. In each of the three calls, The CCS can ask the 108 Ambulance staff to accommodate the other patients.

TYPES OF CASES	PICK-UP	DROP-OFF
Pregnancy/Delivery	Yes	<ul style="list-style-type: none"><li>❖ Whenever patient contacts, Call Centre Staff (CCS) will book 108 on behalf of the patient.</li><li>• Even if 108 team asks the patient to wait for 2 hours, tell him/her to stay in the hospital after registering the name of the patient.</li><li>• Ask after 2 hours whether 108 came or not</li><li>• Even after 2 hours, if 108 Ambulance does not arrive at the hospital then CCS should deploy the Parivaar Ambulance</li></ul>

<p align="center"><b>Accident</b></p>	<p align="center">Yes</p>	<ul style="list-style-type: none"> <li>❖ Either day or night, accident-related discharge cases will not be handled by Parivaar Ambulance. Ask the patient to manage on his/her own.</li> <li>❖ In case of serious accident, a person above 60 years of age will be dropped by Parivaar Ambulance.</li> </ul>
<p align="center"><b>NICU/SNCU Follow Up</b></p>	<p align="center">Yes</p>	<ul style="list-style-type: none"> <li>❖ If there is a SNCU Ambulance stationed at the district hospital, request them to drop.</li> <li>❖ Either day or night, Parivaar Ambulance will not drop the patients.</li> </ul>
<ul style="list-style-type: none"> <li>○ <b>Sonography During Pregnancy (ANC/PNC)</b></li> <li>○ <b>Malnourished Children (NRC)</b></li> </ul>	<ul style="list-style-type: none"> <li>❖ Whenever a patient contacts, ask him/her to book 108 and even if 108 team asks the patient to wait for 2 hours, ask him/her to wait after registering the name of the patient.</li> <li>• If the 108 team instructs the patient to wait for more than 2 hours, then such case must be taken during spare time while giving priority to the other emergency cases.</li> <li>• Always try to serve 3-4 women at a time</li> </ul>	<ul style="list-style-type: none"> <li>❖ Ask the patient to dial 108 and wait</li> </ul>

**Stomach Pain**

- ❖ A person above 60 years of age or a new born child (0-3 years) will be taken on priority basis.
- 1. During the **night**, consider the following queries and decide accordingly
  - a) Find out whether the person is experiencing occasional or chronic stomach pain.
  - b) Do eating and drinking have any negative effects?
  - c) Find out whether patient can visit any dispensary or doctor in or around the village. If yes, ask him/her to go there,
- 2. During the **day**, consider the above [1(a,b,c)] as well as the following queries and decide accordingly
  - a) Try to find out whether the patient's family can visit hospital/doctor on their own or not. If possible, ask them to manage on their own.
  - b) In case of pregnant women, try to find out whether they inform ASHA or not

\*\* Such inquiries will enable you to assess the severity of the case/situation and help you to take appropriate course of action.

**N.B.** In special circumstances CCS can decide on their own discretion whether to deploy Parivaar Ambulance or not.

- ❖ Either day or night, stomach pain related discharge cases will not be handled by Parivaar Ambulance. Ask the patient to manage on his/her own
- Even if the patient recovers immediately at night, he/she will be advised to stay in the hospital that night and go home after getting discharged in the morning on his/her own
- ❖ A person above 60 years of age, a new born child (up to 3 years) and a sick mother coming with a child (12 to 15 months) will be dropped by Parivaar ambulance in the event that there are no available means of transportation.

**Body Pain**

- ❖ Body pain is kept in non-emergency category. So, Parivaar ambulance will not be provided in such cases.
- ❖ If the patient resides in an area where there is a mobile clinic, ask him/her to visit the clinic
- ❖ If a patient resides in an area other than the mobile clinic and has swelling in the body
  - a) Find out whether this has happened before or is happening for the first time. If already happened, request to continue the earlier treatment.
  - b) Find out whether patient can visit any dispensary or doctor in or around the village. If yes, tell him/her to go there.

After listening the responses, decide whether Parivaar ambulance can be provided to the patient or not

- ❖ During night time, a person above 60 years of age or a new born child (0-3 years) will be taken on priority basis.
- ❖ Sickle Cell Anemia patient has to be taken on priority basis. In such case the person feels severe pain and cannot sit or lie down.

- ❖ Either day or night, body pain related discharge cases will not be handled by Parivaar Ambulance. Ask the patient to manage on his/her own

<p style="text-align: center;"><b>Chest Pain</b></p>	<ul style="list-style-type: none"> <li>❖ Either day or night, Parivaar Ambulance will pick up the patients having chest pain.</li> <li>• To ascertain the authenticity of the case, ask the following questions. <ul style="list-style-type: none"> <li>○ Exactly which part of your body is aching?</li> <li>○ Is the patient feeling nervous or anxious?</li> <li>○ Has the patient ingested alcohol?</li> <li>○ Has the patient received any medical care or treatment?</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>❖ If the cause of the chest pain is heart attack, then patient will be dropped by Parivaar Ambulance.</li> <li>• Tell the patient to handle things on his own in case other than heart attack.</li> </ul>
<p style="text-align: center;"><b>Headache</b></p>	<ul style="list-style-type: none"> <li>❖ Headache is kept in non-emergency category. So, Parivaar ambulance will not be provided in such cases.</li> <li>• Find out whether patient can visit any dispensary or doctor in or around the village. If yes, ask him/her to go there.</li> <li>• If the patient resides in an area where there is a mobile clinic, ask him/her to visit the clinic</li> <li>❖ If a patient resides in an area where there is no doctor/mobile clinic, or if the patient loses consciousness, act erratically, repeatedly vomit, begin bleeding from the nose/ear/mouth, then only pick-up those patients by Parivaar Ambulance.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Either day or night, headache related discharge cases will not be handled by Parivaar Ambulance. Ask the patient to manage on his/her own</li> <li>• Even if the patient recovers immediately at night, he/she will be advised to stay in the hospital that night and go home after getting discharged in the morning on his/her own</li> </ul>

<p style="text-align: center;"><b>Fever</b></p>	<ul style="list-style-type: none"> <li>❖ Fever is kept in non-emergency category. So, Parivaar ambulance will not be provided in such cases.</li> <li>• Find out whether patient can visit any dispensary or doctor in or around the village. If yes, tell him/her to go there.</li> <li>• If the patient resides in an area where there is a mobile clinic, tell him/her to visit the clinic</li> <li>❖ In the following instances patient will be picked up by the Parivaar Ambulance --- <ul style="list-style-type: none"> <li>○ Person over 60 years of age</li> <li>○ New born child (0-3 years)</li> <li>○ Diarrhoea with high fever</li> <li>○ Fever with severe chills</li> <li>○ Symptoms like pneumonia</li> <li>○ Trouble in breathing</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>❖ Either day or night, fever related discharge cases will not be handled by Parivaar Ambulance. Ask the patient to manage on his/her own</li> <li>• Even if the patient recovers immediately at night, he/she will be advised to stay in the hospital that night and go home after getting discharged in the morning on his/her own</li> <li>• A person above 60 years of age, a new born child (up to 3 years) and a sick mother coming with a child (12 to 15 months) will be dropped by Parivaar ambulance in the event that there are no available means of transportation.</li> </ul>
<p><b>LTT (Laparoscopic Tubal Ligation)</b></p>	<p>Usually, LTT cases will not be served by Parivaar Ambulance</p>	<ul style="list-style-type: none"> <li>❖ Such case can be handled during spare time while giving priority to the other emergency cases. <ul style="list-style-type: none"> <li>• Always try to serve 3-4 women at a time.</li> <li>•</li> </ul> </li> </ul>
<p><b>Camps [General Health, Eye, Hernia, Cancer]</b></p>	<p>If such camps are not happening frequently, then decision can be taken at that time</p>	<p style="text-align: center;">-----</p>
<ul style="list-style-type: none"> <li>○ <b>On the arrival of a VIP guest</b></li> <li>○ <b>In the arrangement of a fair or any public event</b></li> </ul>	<p>Never Park Parivaar ambulance in such places. We will deploy ambulance on call in emergency</p>	<p style="text-align: center;">-----</p>

<p><b>Chronic diseases like TB (Usually in Follow Up Cases)</b></p>	<ul style="list-style-type: none"> <li>❖ Tell the patient to book 108 Ambulance on his/her own <ul style="list-style-type: none"> <li>• Deploy Parivaar Ambulance in those locations where 108 service is not available.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>❖ Either day or night, headache related discharge cases will not be handled by Parivaar Ambulance. Ask the patient to manage on his/her own</li> </ul>
<p><b>If patient wants to visit the desired doctor/hospital/place</b></p>	<ul style="list-style-type: none"> <li>❖ If the patient chooses the appropriate place/practitioner for his/her treatment and if it is reasonable for us in terms of cost or convenience, then Parivaar Ambulance will pick up those patients. Otherwise, Parivaar ambulance will not be provided to those patients who have to travel long distances for treatment.</li> <li>❖ If a patient has been referred by a government hospital, let the patient know in call itself that the patient will be picked up by the Parivaar ambulance to that hospital whose name is written in the referral slip.</li> </ul>	<ul style="list-style-type: none"> <li>❖ Either day or night, headache related discharge cases will not be handled by Parivaar Ambulance. Ask the patient to manage on his/her own</li> </ul>

**Note:**

1. In special circumstances/ exceptional cases, a different choice may be made after consulting the matter with the district anchors and/or central team members.
2. The cases obtained through mobile clinic will be addressed separately after consulting the district anchors. However, if it is possible to deploy 108 Ambulance in those cases obtained through mobile clinics, then CCS should do so.